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## **E911 COMPLIANCE LETTER**

### **05-196**

November 30, 2005

FCC Electronic Filing via ECFS

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

**RE: E9-911 Requirements for IP-Enabled Service Providers, WC Docket No. 05-196;  
IP-Enabled Services, WC Docket No. 05-196 - UPDATE**

Dear Ms. Dortch:

Submitted herewith is an updated compliance report detailing the current status of MIX Networks Inc.'s E-911 Services implementation as required by the First Report and Order in the above proceedings and in: FCC 05-116, 20 Rcd 10245 (released June 3, 2005 – "Order"); Public Notice, *"Enforcement Bureau Outlines Requirements of November 28, 2005 Interconnected Voice Over Internet protocol 911 Compliance Letters"*, WC Docket Nos. 04-36, 05-196 DA 05-2945 (released November 7, 2005 – "Public Notice").

This updated report provides information on how MIX Networks, Inc. is now relying on Dash Carrier Services for E911 Services as of December 1, 2008. Formerly, MIX Networks had been relying upon 911 Enable and HBF Group for 911 services.

Please feel free to contact me regarding any questions or if you require any additional information.

Sincerely,

Louie M Holmes II

Louie Holmes  
President/CEO  
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## **MIX NETWORKS, INC.**

### **Background on MIX Networks, Inc.**

MIX Networks, Inc., based in Lakeland, Florida, is a provider of enhanced telephony services. MIX Networks' telecommunications activities fall within the scope of the FCC's E911 requirements for Interconnected VOIP (Voice Over Internet Protocol) Service Providers. MIX Networks offers VOIP Services to both Business and Residential Subscribers and offers a full range of enhanced telephony solutions including:

- IP Trunking
- VOIP Softphone
- DID Origination
- PSTN Termination
- Toll Free Services
- Hosted and Site-Based PBX Systems

MIX Networks agrees with and fully supports the FCC's decision requiring Interconnected VOIP Service Providers to supply Subscribers with Emergency Calling Services. Providing 911/E911 Services to Subscribers is absolutely essential, not only from a marketing and public safety standpoint, but also to ensure that users of leading-edge VOIP services do not lack access to basic 911 Emergency Calling Services, which are readily available via landline/traditional telephone service providers.

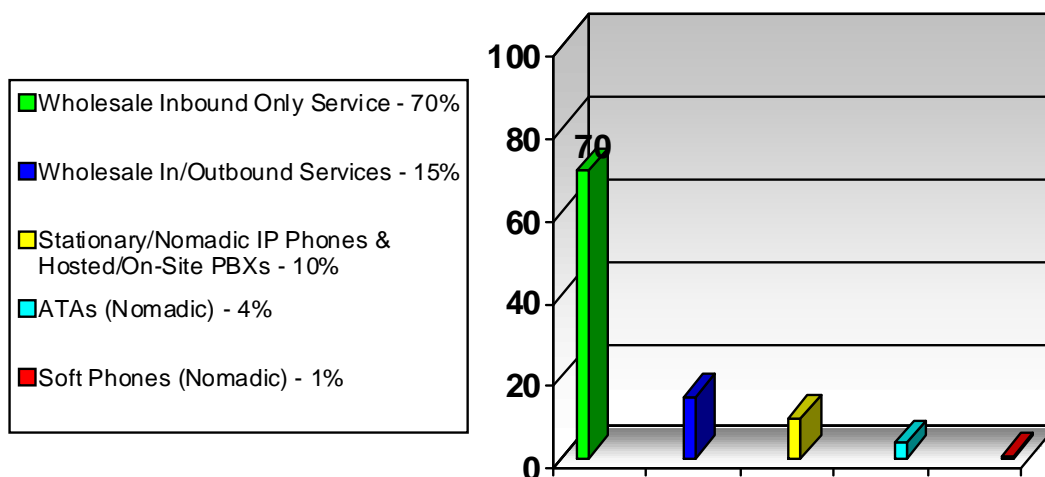
The FCC's *Public Notice* includes several items that Interconnected Voice Over Internet Protocol Service Providers must address in their Compliance Letters. What follows herein is a description of all activities that MIX Networks has performed to date to satisfy the FCC Order mandating that all Interconnected VOIP Service Providers supply Subscribers with FCC Compliant 911 Services.

## **911 Solution**

*This description should include a quantification, on a percentage basis, of the number of Subscribers to whom the provider is able to supply 911 service in compliance with the rules established in the VOIP 911 Order.*

MIX Networks' is a provider of interconnected VOIP Services to Subscribers within the entire Continental United States and Canada. The current MIX Networks customer base is comprised of the following customer types which include both nomadic and stationary users. At this time, MIX Networks provides 911 Service to one hundred percent (100%) of its Retail Subscribers. Wholesale/Reseller Customers must supply their own 911 solution to their Subscribers.

### **PERCENTAGES OF MIX NETWORKS SUBSCRIBERS TO VARIOUS VOIP SERVICES**



### **Explanation of Terms – Stationary and Nomadic**

#### ***Stationary –***

- The IP Phone, ATA, or PBX System cannot be moved
- The Service Address is permanent
- Phone Number NPA-NXX (Area Code & Exchange) may or may not match the actual physical address

#### ***Nomadic –***

- The IP Phone, Soft Phone, and/or ATA are portable and can be moved
- Phone Number NPA-NXX (Area Code & Exchange) and service/physical address do not have to match (as in a Virtual Phone Number)

### **Description of MIX Networks' 911 and E911 Emergency Calling Services**

Since the FCC mandate that all Interconnected Voice Over Internet Protocol Carriers supply Subscribers with FCC-compliant E911 Services, MIX Networks has worked diligently to meet this goal in a timely, economically sensible, and well organized manner. While there were challenges in implementing E911 services for both

stationary and nomadic Subscribers, MIX Networks is pleased to report that the challenges were overcome, and the goal of supplying reliable E911 Services to Subscribers was met.

MIX Networks quickly determined that the use of selective routers was the ideal way to deliver reliable E911 Services. However, the exorbitant monetary outlay and the excessive amount of time and resources it would take to deploy a private selective router network made this option impractical. MIX Networks then decided to explore the E911 solutions currently available to Interconnected Service Providers.

After discussions with several E911 service providers, MIX Networks chose to work initially with 911 Enable and HBF Group and most recently (as of December 1, 2008) with Dash Carrier Services. Dash Carrier Services is a third party provider of 911/E911 Services for VOIP in the Continental U.S. and Canada. The vECS solution enabled by Dash Carrier Services provides a comprehensive approach to delivering E911 Calls by handling all aspects of the VOIP E911 call delivery and VOIP Positioning Center (VPC) functionality such as Emergency Service Query Key (ESQK) management, Geocoding, real-time provisioning, and routing determination. Dash Carrier Services also includes the call delivery component in its E911 Solution, ensuring that the 911 calls reach the appropriate selective router and Public Safety Answering Point (PSAP).

By partnering with Dash Carrier Services, MIX Networks' E911 Solution is comprised of the following components:

1. **Mandatory 911 Coverage** – 911 Services are a mandatory service for all Retail Subscribers. Wholesale/Reseller Customers must supply their own E911 Services through a provider of their choice.
2. **Registered Location Provisioning** – As part of the sign-up process, new Subscribers are required to provide their Registered Location Information for the location where the MIX Networks VOIP Services will initially be used. Registered Locations are also entered for all existing Subscribers.
3. **Nomadic Registration** - Subscribers may update their Registered Location at any time – either via MIX Networks' Customer Service Department, or via the User Management/911 Portal provided by MIX Networks.
4. **Information Dissemination** – During the signup process, Subscribers are informed of the differences between traditional 911 services and the 911 Services provided by MIX Networks. This is spelled out clearly in the Terms & Conditions which all Retail Subscribers must sign. This information is also available on the [www.mixnetworks.com](http://www.mixnetworks.com) website.
5. **Enhanced 911** – 911 calls are delivered to the appropriate PSAP or other Emergency Authority via the wireline E911 network based on the caller's 911 Display number. With Enhanced 911, the call back number is transmitted to the PSAP and the Caller's Registered Location information (for all E911 Registered Numbers) is available for the PSAP to access via the ALI Database. For PSAPs for whom enhanced capabilities are not yet available, 911 calls are routed first to an emergency call center that has access to the call back number and Registered Location information. The emergency call center then connects the call to the appropriate PSAP for the caller. If the PSAP require address or call back information, a call center representative is available to provide this information.
6. **Special Features** – Dash Carrier Services has a proprietary solution called InfoSTAR\*911. This solution allows an operator at the PSAP to press the "\*" button on their phone at any point during the conversation, or even post-conversation. Performing this action results in Dash's systems reading back the caller's specific call back number and address information.

Through this relationship with Dash Carrier Services, MIX Networks provides Subscribers with 911 Services in all areas of the Continental U.S. & Canada. The decision to work with *Dash Carrier Services* has enabled MIX Networks to offer reliable 911/E911 Services to its customer base in a cost-effective and timely manner.

### **911/E911 Routing Information and Connectivity to the Wireline E911 Network**

*The Public Notice requires a detailed statement as to whether the provider is transmitting, as specified in Paragraph 42 of the VOIP 911 Order, "All 911 calls to the appropriate PSAP, designated statewide default answering point, or appropriate local emergency authority utilizing the Selective Router, the trunk line(s) between the Selective Router and PSAP, and such other elements of the Wireline E911 Networks as are necessary in those areas where Selective Routers are utilized. If the provider is not transmitting all 911 calls to the correct answering point in areas where Selective Routers are utilized, this statement should include a detailed explanation why not. In addition, the provider should quantify the number of Selective Routers to which it has interconnected, directly or indirectly, as of November 28, 2005.*

All MIX Networks Retail Subscribers are required to register the phone number that they will use for 911 calling purposes in the MIX Networks 911 database. The MIX Networks 911 Database is then connected via a back-end interface with Dash Carrier Service's database, which feeds directly into the ALI database housing Registered Location Information for phone numbers.

As required by the FCC's VOIP 911 Order, the majority of E911 calls initiated by Subscribers within the MIX Networks (U.S.) Coverage Area are being transmitted via the Wireline E911 Network where connectivity to the appropriate Selective Router is available. Through the partnership with Dash Carrier Services, MIX Networks is currently interconnected to 328 selective routers, which represents coverage for approximately 92% of the U.S. population. This percentage increases continually, as Dash Carrier Services and its network partners work to gain connectivity to all Selective Routers within the U.S.

MIX Networks makes certain that every 911 call placed on the MIX Networks VOIP network is completed and that callers receive immediate 911 assistance. To this end, MIX Networks has adopted the policy of not intentionally blocking the transmission of any 911 call originated on its network – this is true for Retail as well as Wholesale Reseller customers. This policy was implemented in the event that an unregistered or an improperly or incompletely registered phone number would still be able to successfully place a 911 call. 911 calls placed from unregistered or improperly/incompletely registered numbers do not go directly to a local PSAP; instead, they are by default routed via one of MIX Networks' underlying services providers (Level 3) to a national emergency call center, whose operators are equipped to assist callers with their 911 issues.

### **Transmission of ANI and Registered Location Information**

*The Public Notice Requires a detailed statement as to whether the provider is transmitting via the Wireline E911 Networks, the caller's ANI and Registered Location to all answering points that are capable of receiving and processing this information. This information should include: (i) a quantification, on a percentage basis, of how many answering points within the provider's service are capable of receiving and processing ANI and Registered Location Information that the provider transmits; (ii) a quantification of the number of subscribers, on a percentage basis, whose ANI and Registered Location are being transmitted to answering points that are capable of receiving and processing this information; (iii) if the provider is not transmitting the 911 caller's ANI and Registered Location to all answering points that are capable of receiving and processing this information, a detailed explanation why not.*

MIX Networks makes every effort to obtain, validate, and maintain accurate Registered Location information for all of its Retail Subscribers so that this information may be transmitted when a 911 call is initiated by a Subscriber. As required by the FCC's VOIP 911 Order, MIX Networks (via Dash Carrier Services) transmits the caller's ANI and Registered Location via the Wireline E911 Network when connectivity to the PSAP is available. If for any reason connectivity is unavailable, the call is first routed to a national emergency call center. Call center operators have full access to the Caller's ANI and Registered Location information. With the Caller on the

line, the operator then performs a “warm” handoff (i.e. transfer the call to another operator at the appropriate PSAP for the Caller’s location). The call center operator remains on the line to provide Caller’s ANI and Registered Location should this information be required by the PSAP operator.

**Response to Item (i) - A quantification, on a percentage basis, of how many answering points within the provider’s service are capable of receiving and processing ANI and Registered Location Information that the provider transmits.**

Within the U.S. there are approximately 6,000 PSAPs that have enhanced capabilities (ability to automatically receive and process ANI and Registered Location information transmitted by carrier providers). As of December 1, 2008, MIX Networks (through Dash Carrier Services) was connected to 5,188 or 85.1% of the U.S. PSAPs with enhanced 911 capabilities.

Dash Carrier Services and its network partners continue to work diligently to expand this number. Per Dash Carrier Services, scheduling of interconnection testing is in process with 248 additional PSAPs. Dash is currently awaiting testing to be schedule with another 299 PSAPs. This means that MIX Networks has connectivity to approximately 5,500 or 92% of the U.S. PSAPs in 2009.

The bulk of the remaining PSAPs fall into an exception category because they present unique challenges related to successful interconnections. For example, PSAPs may be housed on a military base, a university, or located in an Indian reservation. Additionally, some PSAPs may use standalone ALI databases (i.e. not part of the ALI databases maintained by LECs). These challenges make connecting to such PSAPs difficult at this time.

**Response to Item (ii) – A quantification of the number of subscribers, on a percentage basis, whose ANI and Registered Location are being transmitted to answering points that are capable of receiving and processing this information.**

Within the MIX Networks service area, approximately 92% of the PSAPs have enhanced capabilities. Via Dash Carrier Services, MIX Networks transmits the ANI and Registered Location of all 100% of its retail Subscribers to answering points capable of receiving and processing such information.

**Response to Item (iii) - If the provider is not transmitting the 911 caller’s ANI and Registered Location to all answering points that are capable of receiving and processing this information, a detailed explanation why not.**

In some cases, even when connectivity to a PSAP via a Selective Router is available, delivery of the Caller’s ANI and Registered Location information is not possible. This is due to the fact that not all PSAPs have upgraded their connectivity equipment to provide support for ESQs (Emergency Services Query Keys) which are necessary for the automatic delivery of caller information to the PSAPs. As PSAPs continue to upgrade their systems to fully support ESQs, it will then be possible to deliver the callers’ ANI and Registered Location information to all PSAPs.

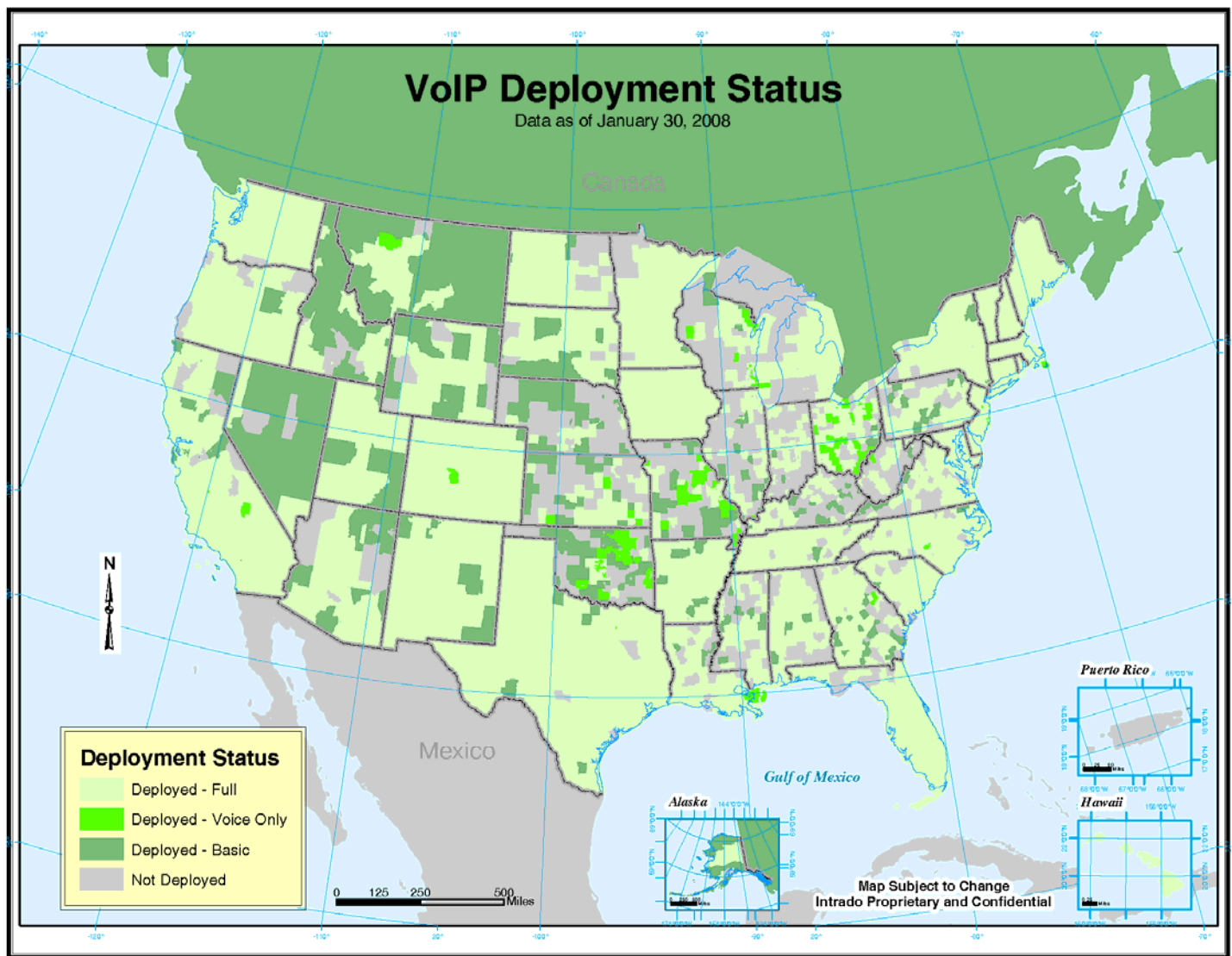
Another challenge is limited access to Selective Routers. In certain markets, Selective Router access is simply not available. Dash Carrier Services continues to diligently with its network partners to increase access to Selective Routers.

## **911 Coverage**

**The Public Notice requires that to the extent that a provider has not achieved full 911 compliance with the requirements of the VOIP 911 Order in all areas of the country by November 28, 2005, the provider should:**

**1. Describe in detail, either in narrative form or by map, the areas of the country that, on a MSA basis, where it is in full compliance and those in which it is not;**

**2. Describe in detail its plans for coming into full compliance with the requirements of the Order, including its anticipated timeframes for such compliance.**



## **Responses to Items 1 & 2:**

**1. Describe in detail, either in narrative form or by map, the areas of the country on a MSA basis, where carrier is in full compliance and those in which it is not.**

As of January 30, 2008, MIX Networks can provide compliant E911 Services in the MIX Networks Coverage Area displayed above in the map above.

**2. Describe in detail carrier's plans for coming into full compliance with the requirements of the order, including its anticipated timeframe for such compliance.**

MIX Networks understands the need for and importance of continually expanding its E911 Coverage Area and is committed to improving its network capabilities as related to this goal.

Working with Dash Carrier Services has enabled the majority of MIX Networks' Subscribers to enjoy compliant 911 Services. In the remaining areas - where PSAPs do not support compliant 911 (i.e. no Selective Router access and/or no ESQK capabilities) - MIX Networks will continue to rely upon Dash Carrier Services and its network partners, as well as the PSAPs, to move toward the goal of ensuring that all U.S. markets are served with fully compliant E911 solution.

## **Obtaining Initial Registered Location Information**

*The Public Notice requires a detailed description of all actions the provider has taken to obtain each existing Subscriber's current Registered Location and each new Subscriber's initial Registered Location. The information should include, but is not limited to, relevant dates and methods of contact with Subscribers and a quantification, on a percentage basis, of the number of Subscribers from whom the provider has obtained the Registered Location Information.*

MIX Networks takes several steps to obtain initial Registered Location Information and has faithfully adhered to the requirements of WC Docket Nos. 04-36 and 05-196 – “Subscriber Notification Acknowledgement Status and Compliance Report” while implementing its 911 solution for Subscribers.

As a commitment to the dissemination of information about 911/E911 Services, MIX Networks informs Subscribers, initially prior to service subscription and activation, and intermittently, about the benefits and limitations of VOIP-based 911/E911 Services. As required by WC Docket Nos. 04-36 and 05-196, as of August 10, 2005, MIX Networks had received an acknowledgement from one hundred percent (100%) of its existing Subscribers (*where applicable*) voicing their understanding of the circumstances under which VOIP 911 Services may be unavailable and/or in some way limited by comparison, or different from traditional 911 Services.

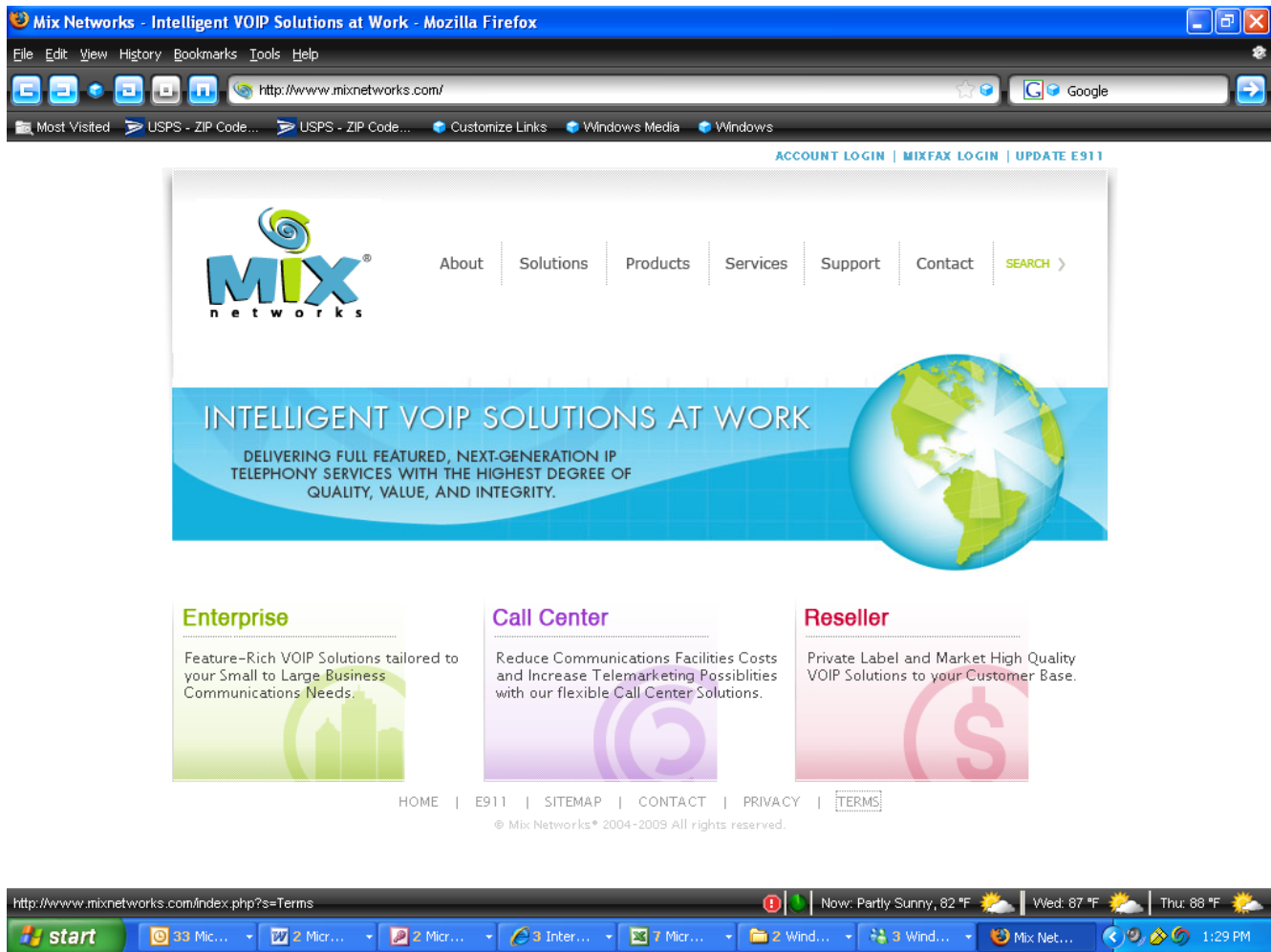
MIX Networks has adopted a standard practice for initially obtaining and maintaining, a Registered Location for E911 Services from all Subscribers as follows:

- Prior to VOIP service activation by MIX Networks, Subscribers are required to complete and submit an E911 Form as part of the Order Form packet. The E911 Form requires that Subscribers supply their initial Registered Location and also review the E911 Terms of Service outlined in the required Terms & Conditions document. Wholesale/Reseller Customers sign an MSA which explicitly states that MIX Networks will not be providing 911 Services to Reseller Customers and advises them that they must obtain their own 911 solution for their Subscribers.
- No retail Subscriber orders or Reseller services are activated without the appropriate 911 documents on file with MIX Networks. Any retail Subscriber orders which lack an E911 Form are rejected by MIX Networks, with Subscriber being informed of the reason for the order rejection.
- Once all documents are in order, MIX Networks Provisioners use the Subscriber-provided information contained on the E911 Form to enter the Subscriber's information into the E911 database and initially register the Subscriber for E911 Services.

To ensure ongoing awareness about the benefits and limitations of VOIP based E911 Services, MIX Networks continues to make 911/E911 information available to all current and new Subscribers by various means including:

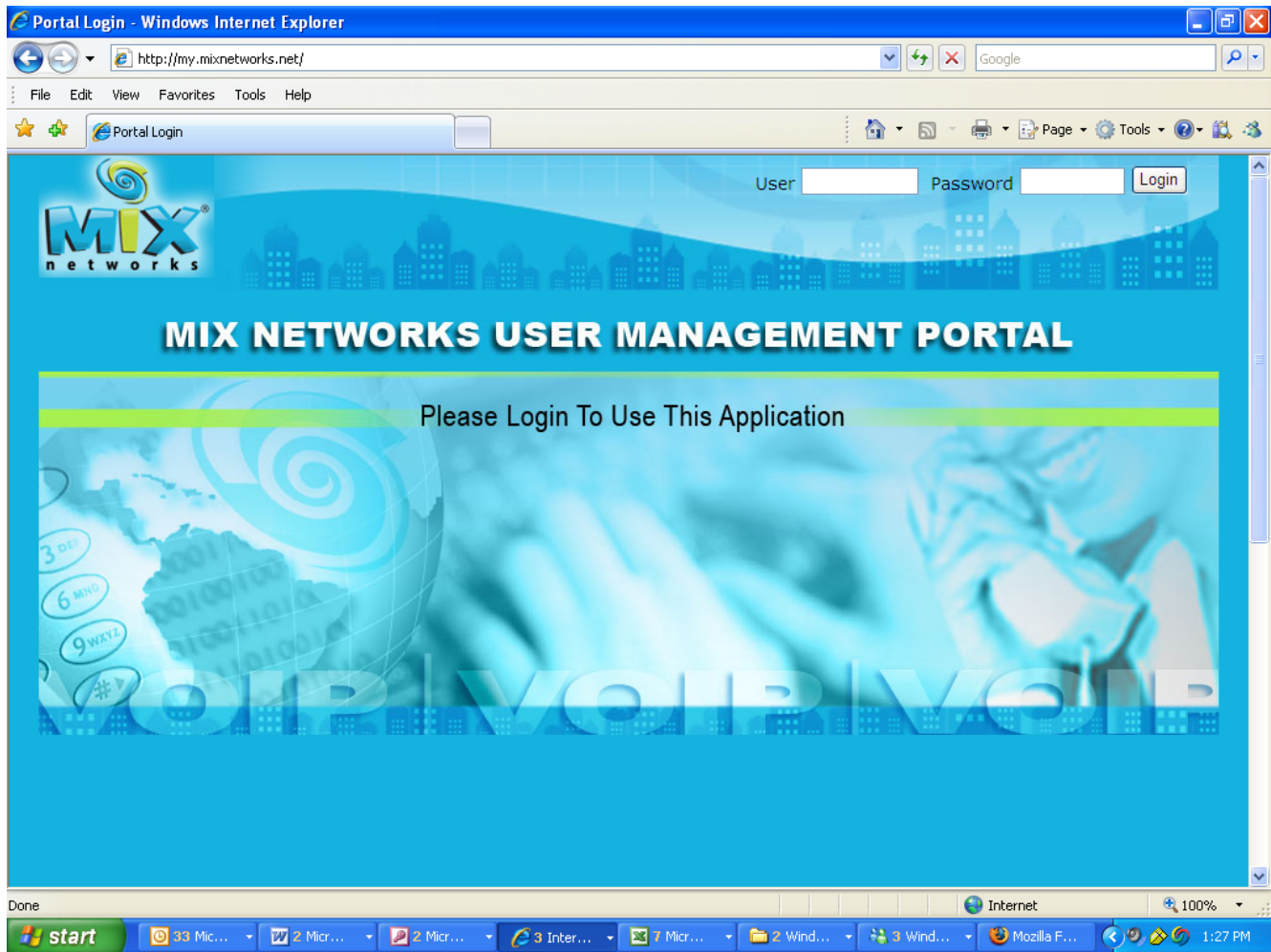
- Providing a Detailed Description in MIX Networks' Full and Limited Terms & Conditions of Circumstances where E911 may be Unavailable or Limited, or be in some way Different from Traditional 911 Services;
- Requiring an Acknowledgement (prior to service activation) on the E911 Form that Terms & Conditions have been reviewed and that Subscriber(s) understand the Terms as they pertain to the 911/E911 Services supplied by MIX Networks;
- Placement of E911 Warning Labels on all VOIP Devices sent to Subscribers by MIX Networks;
- Posting of MIX Networks' Terms & Conditions and a separate E911 Notice regarding MIX Networks' E911 Services on the MIX Networks website home page located at: [www.mixnetworks.com](http://www.mixnetworks.com) (See Figure 1.3 below);





(1.3)

- Posting of MIX Networks' Terms & Conditions and a separate E911 Notice regarding MIX Networks' E911 Services on the MIX Networks Enhanced E911 Management Portal Website located at: [my.mixnetworks.net](http://my.mixnetworks.net) (See Figure 1.4 below);



(1.4)

At the time of service activation, Subscribers are aware that they have E911 capabilities and possess the ability to change their Registered Location Information anytime as needed. Subscribers are informed that the Registered Location and 911 Calling information on file with MIX Networks is what will be transmitted via Selective Routers or via the PSTN directly (as applicable) to PSAPs. At this time, MIX Networks has Registered Location Information on hand for 100% of its Retail Subscribers. Reseller/Wholesale Subscribers are directed to utilize their own 911 solution for their Subscribers.

### **Obtaining Updated Registered Location Information**

*The Public Notice requires a detailed description of the method(s) the provider has offered to its Subscribers to update the Registered Locations. This information should include a statement as to whether the provider is offering its subscribers at least one option for updating their Registered Location that permits them to use the same equipment that they use to access their interconnected VOIP Service.*

Accurate and reliable emergency calling services are available for use by MIX Networks Retail Subscribers. At this time, one hundred per cent (100%) of all MIX Networks Retail Subscribers have access to 911 Emergency Calling Services and have three options for updating their Registered Location with MIX Networks.

Subscribers may use any or all of the following three methods to update their Registered Location:

- **By Phone** – Subscribers may contact MIX Networks during business hours (Monday thru Friday 8:00AM to 6:00PM) at 1-866-4-MIXNET (64-9638) and request that their Registered Location Information be updated by a MIX Networks CSR (Customer Service Representative). Subscribers must provide identifying Account Information and Password to the CSR in order to submit a change request. Such requests are completed with one (1) hour.

After business hours (6:00 PM to 8:00AM) or on weekends, Subscribers may call a designated After – Hours Support Contact and request that their Registered Location Information be updated. Subscribers must provide identifying Account Information and Password to the CSR in order to submit a change request. Such requests are completed with twenty-hour (24) hours.

- **Via the E911 User Management Portal** - Subscribers may update their Registered Location at any time by accessing the User Management Portal located online at [WWW.MY.MIXNETWORKS.NET](http://WWW.MY.MIXNETWORKS.NET) directly. Subscribers may also access the User Management Portal by going to [WWW.MIXNETWORKS.COM](http://WWW.MIXNETWORKS.COM) and clicking on the **Update E911** link located at the top right of the website.

Subscribers must enter their User Name and Password in order to access the User Management Portal and make changes to their Registered Location. Upon entering the desired Registered Location update, Subscribers know immediately (via the interactive website) whether their submission was accepted or rejected. Change requests successfully submitted via the E911 Services Management Portal are completed within ten (10) minutes or less.

- **By Email** – Subscribers may send an email to [CS@MIXNETWORKS.COM](mailto:CS@MIXNETWORKS.COM) during normal business hours (8:00AM to 6:00PM EST) to request a change to their E911 Registered Location Information. Change Requests submitted via email are completed within one (1) hour. Users are provided an email confirmation when the changes have been completed.

At this time, it is not practical or possible for Subscribers to update their Registered Location from the VOIP device that they use to access their interconnected VOIP Services provided by MIX Networks. Enabling such functionality would require coordination with equipment manufacturers to customize VOIP devices so that updating Registered Location directly from the device would be possible. MIX Networks has no plans to implement this feature at this time, since the majority of its Subscribers are Wholesale Resellers providing their own 911 Solutions to their Subscriber base.

### **Technical Solution for Nomadic Subscribers**

*The Public Notice requires a detailed description of any technical solutions the provider is implementing or has implemented to ensure that Subscribers have access to 911 Services whenever they use their service nomadically.*

As previously explained above, MIX Networks Retail Subscribers have the ability to update their Registered Location information at any time by contacting MIX Networks and/or via the MIX Networks User Management Portal. As long as Subscribers successfully update their nomadic Registered Location (if the nomadic location is within the MIX Networks Coverage Area), they will have access to MIX Networks 911 Services.

MIX Networks supports the effort pursued by a number of 911 Service providers and equipment manufacturers to develop and deploy a true “location determination” technology, whereby a Subscriber’s nomadic Registered Location can be automatically determined. If such a technology were developed and made available for service provider consumption, MIX Networks would be open to testing and implementing it, as long as such solution was technologically and financially feasible.